

Date: 2013-06-28

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those with a hearing loss trying to function in society and compete for employment with the hearing community. It offers a level playing field that is not currently available with other caption products. This is so important and cannot be overstated.

For those with a hearing loss, it becomes difficult to make and/or receive phone calls in any environment, but it is especially hard in a mobile application. They should be able to make or receive calls to and from friends, family, neighbors or business associates at any time or place we want without any forethought, needless advance notice or complicating process for either party.

For example, in the event of a breakdown on the road, they should be able to call a tow service without worry or frustration.

I am not connected with Miracom or the InnoCaption product in any way. I just have a friend with a hearing loss who has great need of this service being available. He struggles to hear and comprehend every word another party says which many times puts him at an even greater disadvantage when using telephone communication.

He is very mobile so the CapTel land line versions of this service do not work for him. He cannot use it when visiting friends, family, when shopping, or trying to travel which he wants to do but it is becoming increasingly more difficult to do so.

He is a Smartphone user who wants a product that will give him the accessibility, convenience, confidence, and mobility to use a mobile voice communication device as it was intended. He along with others in the hard of hearing community need to be able to receive phone calls when mobile just like their hearing counterparts are able to do every day.

When making a call, we want the communication assistant (CA) to be automatically connected and the call to proceed smoothly. Captions come on very quickly and the quality of captions is much superior with InnoCaption. I'm told that InnoCaption uses stenographers as their CA's who are trained to court reporter level

certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. They also provide each user with their own caption phone number that they can share with friends, family, and business contacts.

Whenever someone calls that number the app is automatically turned on, a CA is automatically connected and they start receiving captions immediately. This is a very seamless approach to mobile communications for the deaf and hard of hearing that needs to be granted for all to begin using soon.

This InnoCaption product is just the app many hard of hearing Smartphone users have been looking for that can give them the freedom, security and mobility they need and want, but they need the FCC to approve it quickly so they can begin using it now. I urge the Commission to grant quick approval of this product for their sake.

Thank you for taking serious note of this request.

Sincerely,

Jane Eisenach

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Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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